

Amendments to the Claims:

Please cancel claims 25-28, 49-52, and 67-70 without prejudice.

The following lists all claims and their status.

- SUB BIT
- AI
1. (Original): A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:  
determining a word position of an occurrence of a term in a portion of a document in the help database, wherein the portion of the document comprises one or more words;  
determining a total word count of the portion of the document; and  
determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document.
  2. (Original): The method of claim 1,  
wherein said determining the relevance value for the occurrence comprises:  
dividing the word position by the total word count to produce the relevance value for the occurrence.
  3. (Original): The method of claim 1, further comprising:  
multiplying the relevance value by a first scaling factor to produce a scaled relevance value.
  4. (Original): The method of claim 1, further comprising:  
rounding the relevance value to a number of significant digits.
  5. (Original): The method of claim 1, further comprising:  
storing the determined relevance value for the occurrence in an entry in a table in the help database.

6. (Original): The method of claim 1, further comprising:  
numbering the one or more words in the portion of the document from N down to 1,  
wherein N is the total word count of the portion of the document;  
wherein said determining the word position of the occurrence comprises:  
determining the word number of a first word of the term in the one or more words  
in the portion of the document; and  
wherein said determining the relevance value for the occurrence comprises:  
dividing the word position by the total word count to produce the relevance value  
for the occurrence.
7. (Original): The method of claim 1, further comprising:  
numbering the one or more words in the portion of the document from 1 up to N, wherein  
N is the total word count of the portion of the document;  
wherein said determining the word position of the occurrence comprises:  
determining a word number of a first word of the term in the one or more words  
in the portion of the document, wherein the word number of the first word  
of the term is used as the word position of the occurrence; and  
wherein said determining the relevance value for the occurrence comprises:  
subtracting the word position from the total word count to produce a first results;  
adding one to the first results to produce a second results; and  
dividing the second results by the total word count to produce the relevance value  
for the occurrence.
8. (Original): The method of claim 1,  
wherein the portion of the document is a text section.
9. (Original): The method of claim 1,  
wherein the portion of the document is a header.
10. (Original): The method of claim 1,  
wherein said determining the relevance value for the occurrence comprises:

dividing the word position by the total word count to produce a positional relevance value for the occurrence;  
dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and  
combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

- AI
11. (Original): The method of claim 10, further comprising:  
multiplying the relevance value by a second scaling factor to produce a scaled relevance value.
  12. (Original): The method of claim 10, further comprising:  
rounding the relevance value to a number of significant digits.
  13. (Original): The method of claim 10, further comprising:  
storing the determined relevance value for the occurrence in an entry in a table in the help database.
  14. (Original): The method of claim 10,  
wherein said combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence comprises:  
multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;  
multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.
  15. (Original): The method of claim 14,  
wherein the third scaling factor is substantially equal to  $(1 - \text{the fourth scaling factor})$ .

16. (Original): A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:

determining a word position of an occurrence of a term in a portion of a document in the help database, wherein the portion of the document comprises one or more words;

determining a total word count of the portion of the document;

determining if the portion of the document is a header or a text section; and

determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document;

wherein, if the portion of the document is a text section, said determining the relevance value for the occurrence comprises:

dividing the word position by the total word count to produce the relevance value for the occurrence; and

wherein, if the portion of the document is a header, said determining the relevance value for the occurrence comprises:

dividing the word position by the total word count to produce a positional relevance value for the occurrence;

dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and

combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

17. (Original): The method of claim 16, further comprising:

providing a first scaling factor for occurrences in text sections;

wherein, if the portion of the document is a text section, the method further comprises:

multiplying the relevance value by the first scaling factor to produce a text section relevance value.

18. (Original): The method of claim 17, further comprising:

providing a second scaling factor for occurrences in headers;

wherein, if the portion of the document is a header, the method further comprises:  
multiplying the relevance value by the second scaling factor to produce a header  
relevance value.

19. (Original): The method of claim 18,  
wherein the second scaling factor is substantially equal to  $(1 - \text{the first scaling factor})$ .
20. (Original): The method of claim 18,  
wherein, if the portion of the document is a header, the method further comprises:  
adjusting the header relevance value by adding the first scaling factor to the  
header relevance value.
21. (Original): The method of claim 16, further comprising:  
rounding the relevance value to a number of significant digits.
22. (Original): The method of claim 16, further comprising:  
storing the determined relevance value for the occurrence in an entry in a table in the help  
database.
23. (Original): The method of claim 16,  
wherein said combining the positional relevance value and the percentage relevance  
value to produce the relevance value for the occurrence comprises:  
multiplying the positional relevance value by a third scaling factor to produce a  
scaled positional relevance value;  
multiplying the percentage relevance value by a fourth scaling factor to produce a  
scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance  
value to produce the relevance value for the occurrence.
24. (Original): The method of claim 23,  
wherein the third scaling factor is substantially equal to  $(1 - \text{the fourth scaling factor})$ .

25 - 28 (Cancelled)

- A2
29. (Original): An insurance claims processing system comprising:  
a computer system including a memory medium;  
a help database for the insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of insurance claims in the insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database;  
program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:  
determine a word position of an occurrence of a term in a portion of a first document in the help database, wherein the portion of the first document comprises one or more words;  
determine a total word count of the portion of the first document; and  
determine a relevance value for the occurrence of the term in the portion of the first document using the word position of the occurrence and the total word count of the portion of the first document.
30. (Original): The system of claim 29,  
wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:  
divide the word position by the total word count to produce the relevance value for the occurrence.
31. (Original): The system of claim 29, wherein the program instructions are further executable to:  
multiply the relevance value by a first scaling factor to produce a scaled relevance value.

32. (Original): The system of claim 29, wherein the program instructions are further executable to:

round the relevance value to a number of significant digits.

33. (Original): The system of claim 29, wherein the program instructions are further executable to:

store the determined relevance value for the occurrence in an entry in a first table in the help database.

34. (Original): The system of claim 29, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from N down to 1, wherein N is the total word count of the portion of the document;

wherein, in said determining the word position of the occurrence, the program instructions are further executable to:

determine the word number of a first word of the term in the one or more words in the portion of the document; and

wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:

divide the word position by the total word count to produce the relevance value for the occurrence.

35. (Original): The system of claim 29, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from 1 up to N, wherein N is the total word count of the portion of the document;

wherein, in said determining the word position of the occurrence, the program instructions are further executable to:

determine a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence; and

wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:  
subtract the word position from the total word count to produce a first results;  
add one to the first results to produce a second results; and  
divide the second results by the total word count to produce the relevance value for the occurrence.

36. (Original): The system of claim 29,  
wherein the portion of the document is a text section.

37. (Original): The system of claim 29,  
wherein the portion of the document is a header.

38. (Original): The system of claim 29,  
wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:  
divide the word position by the total word count to produce a positional relevance value for the occurrence;  
divide a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and  
combine the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

39. (Original): The system of claim 38, wherein the program instructions are further executable to:

multiply the relevance value by a second scaling factor to produce a scaled relevance value.

40. (Original): The system of claim 38, wherein the program instructions are further executable to:

round the relevance value to a number of significant digits.



41. (Original): The system of claim 38, wherein the program instructions are further executable to:

store the determined relevance value for the occurrence in an entry in a first table in the help database.

42. (Original): The system of claim 38,

wherein, in said combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further executable to:

multiply the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiply the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

add the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.

43. (Original): The system of claim 42,

wherein the third scaling factor is substantially equal to  $(1 - \text{the fourth scaling factor})$ .

44. (Original): An insurance claims processing system comprising:

a computer system including a memory medium;

a help database for the insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of insurance claims in the insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database;

program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:

42  
determine a word position of an occurrence of a term in a portion of a document in the help database, wherein the portion of the document comprises one or more words;  
determine a total word count of the portion of the document;  
determine if the portion of the document is a header or a text section; and  
determine a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document;  
wherein, if the portion of the document is a text section, in said determining the relevance value for the occurrence, the program instructions are further executable to:  
divide the word position by the total word count to produce the relevance value for the occurrence; and  
wherein, if the portion of the document is a header, in said determining the relevance value for the occurrence, the program instructions are further operable to:  
divide the word position by the total word count to produce a positional relevance value for the occurrence;  
divide a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence;  
and  
combine the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

45. (Original): The system of claim 44,  
wherein, if the portion of the document is a text section, the program instructions are further operable to:  
multiply the relevance value by a first scaling factor to produce a text section relevance value;  
wherein, if the portion of the document is a header, the program instructions are further operable to:

multiply the relevance value by a second scaling factor to produce a header relevance value; and  
wherein the second scaling factor is substantially equal to (1 - the first scaling factor).

46. (Original): The system of claim 45,  
wherein, if the portion of the document is a header, the program instructions are further operable to:  
adjust the header relevance value by adding the first scaling factor to the header relevance value.

47. (Original): The system of claim 44, wherein the program instructions are further operable to:  
store the determined relevance value for the occurrence in an entry in a first table in the help database.

48. (Original): The system of claim 44,  
wherein, in said combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further operable to:  
multiply the positional relevance value by a third scaling factor to produce a scaled positional relevance value;  
multiply the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and  
add the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence; and  
wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

49 – 52 (Cancelled)

53. (Original): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a word position of an occurrence of a term in a portion of a document in a help database in a computer-based insurance claims processing system, wherein the portion of the document comprises one or more words;  
determining a total word count of the portion of the document; and  
determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document.

54. (Original): The carrier medium of claim 53,  
wherein, in said determining the relevance value for the occurrence, the program instructions are further computer-executable to implement:  
dividing the word position by the total word count to produce the relevance value for the occurrence.

55. (Original): The carrier medium of claim 53, wherein the program instructions are further computer-executable to implement:  
multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

56. (Original): The carrier medium of claim 53, wherein the program instructions are further computer-executable to implement:  
storing the determined relevance value for the occurrence in an entry in a table in the help database.

57. (Original): The carrier medium of claim 53, wherein the program instructions are further computer-executable to implement:  
numbering the one or more words in the portion of the document from N down to 1,  
wherein N is the total word count of the portion of the document;  
wherein, in said determining the word position of the occurrence, the program instructions are further computer-executable to implement:

determining the word number of a first word of the term in the one or more words  
in the portion of the document; and

wherein, in said determining the relevance value for the occurrence, the program  
instructions are further computer-executable to implement:

dividing the word position by the total word count to produce the relevance value  
for the occurrence.

58. (Original): The carrier medium of claim 53, wherein the program instructions are further  
computer-executable to implement:

numbering the one or more words in the portion of the document from 1 up to N, wherein  
N is the total word count of the portion of the document;

wherein, in said determining the word position of the occurrence, the program  
instructions are further computer-executable to implement:

determining a word number of a first word of the term in the one or more words  
in the portion of the document, wherein the word number of the first word  
of the term is used as the word position of the occurrence; and

wherein, in said determining the relevance value for the occurrence, the program  
instructions are further computer-executable to implement:

subtracting the word position from the total word count to produce a first results;

adding one to the first results to produce a second results; and

dividing the second results by the total word count to produce the relevance value  
for the occurrence.

59. (Original): The carrier medium of claim 53,  
wherein the portion of the document is a text section.

60. (Original): The carrier medium of claim 53,  
wherein the portion of the document is a header.

61. (Original): The carrier medium of claim 53,

wherein, in said determining the relevance value for the occurrence, the program instructions are further computer-executable to implement:  
dividing the word position by the total word count to produce a positional relevance value for the occurrence;  
dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence;  
combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence;  
multiplying the relevance value by a second scaling factor to produce a scaled relevance value; and  
storing the determined relevance value for the occurrence in an entry in a table in the help database.

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62. (Original): The carrier medium of claim 61,  
wherein, in said combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further computer-executable to implement:  
multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;  
multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;  
wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

63. (Original): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a word position of an occurrence of a term in a portion of a document in a help database in a computer-based insurance claims processing system, wherein the portion of the document comprises one or more words;

AB

determining a total word count of the portion of the document;  
determining if the portion of the document is a header or a text section; and  
determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document;  
wherein, if the portion of the document is a text section, said determining the relevance value for the occurrence comprises:  
dividing the word position by the total word count to produce the relevance value for the occurrence; and  
wherein, if the portion of the document is a header, said determining the relevance value for the occurrence comprises:  
dividing the word position by the total word count to produce a positional relevance value for the occurrence;  
dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and  
combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

64. (Original): The carrier medium of claim 63, wherein the program instructions are further computer-executable to implement:

wherein, if the portion of the document is a text section, the program instructions are further computer-executable to implement:  
multiplying the relevance value by a first scaling factor to produce a text section relevance value;  
wherein, if the portion of the document is a header, the program instructions are further computer-executable to implement:  
multiplying the relevance value by a second scaling factor to produce a header relevance value; and  
adjusting the header relevance value by adding the first scaling factor to the header relevance value; and  
wherein the second scaling factor is substantially equal to (1 - the first scaling factor).

65. (Original): The carrier medium of claim 63, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

66. (Original): The carrier medium of claim 63,

wherein, in said combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further computer-executable to implement:

AB multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;

wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

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67 - 70 (Cancelled)

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71. (Previously added): A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:

numbering one or more words in a portion of a document from N down to 1, wherein N is a total word count of the portion of the document;

determining the word number of a first word of a term in the one or more words in the portion of the document; and

A4 dividing the word number of the first word by the total word count to produce a relevance value for the occurrence of the term in the portion of the document.

72. (Previously added): The method of claim 71, further comprising:



multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

73. (Previously added): The method of claim 71, further comprising:  
rounding the relevance value to a number of significant digits.

74. (Previously added): The method of claim 71, further comprising:  
storing the determined relevance value for the occurrence in an entry in a table in the help database.

75. (Previously added): The method of claim 71,  
wherein the portion of the document is a text section.

76. (Previously added): The method of claim 71,  
wherein the portion of the document is a header.

77. (Previously added): A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:

numbering one or more words in a portion of a document from 1 up to N, wherein N is a total word count of the portion of the document;

determining a word number of a first word of a term in the portion of the document;

subtracting the word number from the total word count to produce a first results;

adding one to the first results to produce a second results; and

dividing the second results by the total word count to produce a relevance value of the term in the portion of the document.

78. (Previously added): The method of claim 77, further comprising:  
multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

79. (Previously added): The method of claim 77, further comprising:

rounding the relevance value to a number of significant digits.

80. (Previously added): The method of claim 77, further comprising:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

81. (Previously added): The method of claim 77,

wherein the portion of the document is a text section.

82. (Previously added): The method of claim 77,

wherein the portion of the document is a header.

83. (Previously added): A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:

44  
determining a word position of an occurrence of a term in a portion of a document in a help database, wherein the portion of the document comprises one or more words;  
determining a total word count of the portion of the document;  
dividing the word position by the total word count to produce a positional relevance value for the occurrence;  
dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and  
combining the positional relevance value and the percentage relevance value to produce a relevance value for the occurrence.

84. (Previously added): The method of claim 83, further comprising:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

85. (Previously added): The method of claim 83, further comprising:

rounding the relevance value to a number of significant digits.

86. (Previously added): The method of claim 83, further comprising:  
storing the relevance value for the occurrence in an entry in a table in the help database.
87. (Previously added): The method of claim 83,  
wherein said combining the positional relevance value and the percentage relevance  
value to produce the relevance value for the occurrence comprises:  
multiplying the positional relevance value by a first scaling factor to produce a  
scaled positional relevance value;  
multiplying the percentage relevance value by a second scaling factor to produce  
a scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance  
value to produce the relevance value for the occurrence.
88. (Previously added): The method of claim 87,  
wherein the first scaling factor is substantially equal to  $(1 - \text{the second scaling factor})$ .
- A4  
89. (Previously added): A method for determining relevance values of terms in a computer-  
based insurance claims processing system comprising a help database, wherein the help database  
comprises one or more documents, the method comprising:  
determining a location of one or more occurrences of one or more terms used in one or  
more documents of a help database of an insurance claims processing system,  
wherein the one or more documents comprise one or more text sections; and  
determining a text section relevance value of an occurrence of a term using N and X,  
wherein the text section comprises N words, wherein the occurrence of the term is  
at an Xth word in the text section, and wherein the text section relevance value is  
higher the closer the occurrence is to the beginning of the text section.
90. (Previously added): The method of claim 89, further comprising:  
rounding the relevance value to a number of significant digits.
91. (Previously added): The method of claim 89, further comprising:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

92. (Previously added): The method of claim 89,  
wherein the one or more documents comprise headers and text sections;  
wherein said determining the relevance value for each of the one or more occurrences located in the one or more documents comprises:  
determining a header relevance value for an occurrence if the occurrence is in a header; and  
determining a text section relevance value for the occurrence if the occurrence is in a text section.

93. (Previously added): The method of claim 92,  
wherein the text section comprises N words;  
wherein the occurrence of the term is at an Xth word in the text section, wherein X is from 1 to N, and wherein 1 is a location of a first word in the text section;  
wherein said determining the text section relevance value for the occurrence if the occurrence is in the text section comprises:  
determining the text section relevance value using N and X, wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section.

94. (Previously added): The method of claim 92,  
wherein the header comprises N words;  
wherein the occurrence of the term is at an Xth word in the header, wherein X is from 1 to N, and wherein 1 is a location of a first word in the header;  
wherein the term comprises T words, wherein T is from 1 to N;  
wherein said determining the header relevance value for the occurrence if the occurrence is in a header comprises:

determining a positional relevance value using N and X, wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;

determining a percentage relevance value using T and N, wherein the percentage relevance value is the percentage of the header occupied by the term; and combining the positional relevance value and the percentage relevance value to produce the header relevance value.

95. (Previously added): A method for determining relevance values of terms in a computer-based insurance claims processing system comprising a help database, wherein the help database comprises one or more documents, the method comprising:

determining a location of one or more occurrences of one or more terms used in one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more headers;

A4 determining a positional relevance value of an occurrence of a term in a header using N and X, wherein the header comprises N words, wherein the occurrence of the term is at an Xth word in the header, and wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;

determining a percentage relevance value of the occurrence of the term in the header using T and N, wherein the term comprises T words, wherein the percentage relevance value is the percentage of the header occupied by the term; and combining the positional relevance value and the percentage relevance value to produce the header relevance value.

96. (Previously added): The method of claim 95, further comprising:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

97. (Previously added): The method of claim 95, further comprising:

rounding the relevance value to a number of significant digits.

98. (Previously added): The method of claim 95, further comprising:  
storing the determined relevance value for the occurrence in an entry in a table in the help  
database.
99. (Previously added): The method of claim 95,  
wherein the portion of the document is a text section.
100. (Previously added): The method of claim 95,  
wherein the portion of the document is a header.
101. (Previously added): The method of claim 95,  
wherein said combining the positional relevance value and the percentage relevance  
value to produce the relevance value for the occurrence comprises:  
multiplying the positional relevance value by a first scaling factor to produce a  
scaled positional relevance value;  
multiplying the percentage relevance value by a second scaling factor to produce  
a scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance  
value to produce the relevance value for the occurrence.
102. (Previously added): The method of claim 101,  
wherein the first scaling factor is substantially equal to  $(1 - \text{the second scaling factor})$ .
103. (Previously added): An insurance claims processing system comprising:  
a computer system including a memory medium;  
a help database for the insurance claims processing system stored in the memory  
medium, wherein the help database comprises one or more documents related to  
processing of insurance claims in the insurance claims processing system and one  
or more tables configured for use in locating occurrences of terms in the help  
database;

program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:  
determine a word position of an occurrence of a term in a portion of a document in the help database, wherein the portion of the document comprises one or more words;  
determine a total word count of the portion of the document;  
divide the word position by the total word count to produce a positional relevance value for the occurrence;  
divide a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and  
combine the positional relevance value and the percentage relevance value to produce a relevance value for the occurrence.

104. (Previously added): The system of claim 103, wherein the program instructions are further executable to:

multiply the relevance value by a first scaling factor to produce a scaled relevance value.

105. (Previously added): The system of claim 103, wherein the program instructions are further executable to:

round the relevance value to a number of significant digits.

106. (Previously added): The system of claim 103, wherein the program instructions are further executable to:

store the determined relevance value for the occurrence in an entry in a table in the help database.

107. (Previously added): The system of claim 103,

wherein, in said combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further executable to:

multiply the positional relevance value by a first scaling factor to produce a scaled positional relevance value;

multiply the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and  
add the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.

108. (Previously added): The system of claim 107,  
wherein the first scaling factor is substantially equal to  $(1 - \text{the second scaling factor})$ .

A4  
109. (Previously added): An insurance claims processing system comprising:  
a computer system including a memory medium;  
a help database for the insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to processing of insurance claims in the insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database;  
program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:  
determine a location of an occurrence of a term used in a text section of one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more text sections; and  
determine a text section relevance value using N and X, wherein the text section comprises N words, wherein the occurrence of the term is at an Xth word in the text section, and wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section.

110. (Previously added): The system of claim 109, wherein the program instructions are further executable to:

multiply the relevance value by a first scaling factor to produce a scaled relevance value.

111. (Previously added): The system of claim 109, wherein the program instructions are further executable to:



round the relevance value to a number of significant digits.

112. (Previously added): The system of claim 109, wherein the program instructions are further executable to:

store the determined relevance value for the occurrence in an entry in a first table in the help database.

113. (Previously added): The system of claim 109, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from N down to 1, wherein N is the total word count of the portion of the document;

wherein, in said determining the word position of the occurrence, the program instructions are further executable to:

determine the word number of a first word of the term in the one or more words in the portion of the document; and

wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:

divide the word position by the total word count to produce the relevance value for the occurrence.

114. (Previously added): The system of claim 109, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from 1 up to N, wherein N is the total word count of the portion of the document;

wherein, in said determining the word position of the occurrence, the program instructions are further executable to:

determine a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence; and

wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:

subtract the word position from the total word count to produce a first results;  
add one to the first results to produce a second results; and  
divide the second results by the total word count to produce the relevance value  
for the occurrence.

115. (Previously added): An insurance claims processing system comprising:

a computer system including a memory medium;

a help database for the insurance claims processing system stored in the memory  
medium, wherein the help database comprises one or more documents related to  
processing of insurance claims in the insurance claims processing system and one  
or more tables configured for use in locating occurrences of terms in the help  
database;

program instructions stored in the memory medium and executable within the computer  
system, wherein the program instructions are executable to:

determine a location of one or more occurrences of one or more terms used in a  
header of one or more documents of a help database of an insurance  
claims processing system, wherein the one or more documents comprise  
one or more headers;

determine a positional relevance value using N and X, wherein the header  
comprises N words, wherein the occurrence of the term is at an Xth word  
in the header, and wherein the determined positional relevance value is  
higher the closer the occurrence is to the beginning of the header;

determine a percentage relevance value using T and N, wherein the term  
comprises T words, wherein the percentage relevance value is a  
percentage of the header occupied by the term; and

combine the positional relevance value and the percentage relevance value to  
produce a header relevance value.

116. (Previously added): The system of claim 115, wherein the program instructions are further  
executable to:

multiply the relevance value by a first scaling factor to produce a scaled relevance value.

117. (Previously added): The system of claim 115, wherein the program instructions are further executable to:

round the relevance value to a number of significant digits.

118. (Previously added): The system of claim 115, wherein the program instructions are further executable to:

store the determined relevance value for the occurrence in an entry in a first table in the help database.

119. (Previously added): The system of claim 115, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from N down to 1, wherein

N is the total word count of the portion of the document;

wherein, in said determining the word position of the occurrence, the program instructions are further executable to:

determine the word number of a first word of the term in the one or more words in the portion of the document; and

wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:

divide the word position by the total word count to produce the relevance value for the occurrence.

120. (Previously added): The system of claim 115, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from 1 up to N, wherein N is the total word count of the portion of the document;

wherein, in said determining the word position of the occurrence, the program instructions are further executable to:

determine a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence; and wherein, in said determining the relevance value for the occurrence, the program instructions are further executable to:  
subtract the word position from the total word count to produce a first results;  
add one to the first results to produce a second results; and  
divide the second results by the total word count to produce the relevance value for the occurrence.

121. (Previously added): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

numbering one or more words in a portion of a document from N down to 1, wherein N is a total word count of the portion of the document;  
determining a word number of a first word of a term in the portion of the document; and  
dividing the word number of the first word by the total word count to produce a relevance value for the term in the portion of the document.

122. (Previously added): The carrier medium of claim 121, wherein the program instructions are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

123. (Previously added): The carrier medium of claim 121, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

124. (Previously added): The carrier medium of claim 121, wherein the portion of the document is a text section.

125. (Previously added): The carrier medium of claim 121,  
wherein the portion of the document is a header.

126. (Previously added): A carrier medium comprising program instructions, wherein the  
program instructions are computer-executable to implement:  
numbering one or more words in a portion of a document from 1 up to N, wherein N is a  
total word count of the portion of the document;  
determining a word number of a first word of a term in the portion of the document;  
subtracting the word number from the total word count to produce a first results;  
adding one to the first results to produce a second results; and  
dividing the second results by the total word count to produce a relevance value.

127. (Previously added): The carrier medium of claim 126, wherein the program instructions  
are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a scaled relevance  
value.

128. (Previously added): The carrier medium of claim 126, wherein the program instructions  
are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help  
database.

129. (Previously added): The carrier medium of claim 126,  
wherein the portion of the document is a text section.

130. (Previously added): The carrier medium of claim 126,  
wherein the portion of the document is a header.

131. (Previously added): A carrier medium comprising program instructions, wherein the  
program instructions are computer-executable to implement:

determining a word position of an occurrence of a term in a portion of a document in a help database, wherein the portion of the document comprises one or more words;  
determining a total word count of the portion of the document;  
dividing the word position by the total word count to produce a positional relevance value for the occurrence;  
dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and  
combining the positional relevance value and the percentage relevance value to produce a relevance value for the occurrence.

PH 132. (Previously added): The carrier medium of claim 131, wherein, combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, comprises:  
multiplying the positional relevance value by a first scaling factor to produce a scaled positional relevance value;  
multiplying the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;  
wherein the first scaling factor is substantially equal to (1 - the second scaling factor).

133. (Previously added): The carrier medium of claim 131, wherein the program instructions are further computer-executable to implement:  
multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

134. (Previously added): The carrier medium of claim 131, wherein the program instructions are further computer-executable to implement:  
storing the determined relevance value for the occurrence in an entry in a table in the help database.

- A4
135. (Previously added): The carrier medium of claim 131,  
wherein the portion of the document is a text section.
136. (Previously added): The carrier medium of claim 131,  
wherein the portion of the document is a header.
137. (Previously added): The carrier medium of claim 131,  
wherein, in said combining the positional relevance value and the percentage relevance  
value to produce the relevance value for the occurrence, the program instructions  
are further computer-executable to implement:  
multiplying the positional relevance value by a third scaling factor to produce a  
scaled positional relevance value;  
multiplying the percentage relevance value by a fourth scaling factor to produce a  
scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance  
value to produce the relevance value for the occurrence;  
wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).
138. (Previously added): A carrier medium comprising program instructions, wherein the  
program instructions are computer-executable to implement:  
determining a location of one or more occurrences of one or more terms used in a text  
section of one or more documents of a help database of an insurance claims  
processing system, wherein the one or more documents comprise one or more text  
sections; and  
determining a text section relevance value using N and X, wherein the text section  
comprises N words, wherein the occurrence of the term is at an Xth word in the  
text section, and wherein the text section relevance value is higher the closer the  
occurrence is to the beginning of the text section.

139. (Previously added): The carrier medium of claim 138, wherein the computer instructions are computer-executable to implement:

rounding the relevance value to a number of significant digits.

140. (Previously added): The carrier medium of claim 138, wherein the computer instructions are computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

141. (Previously added): The carrier medium of claim 138,

wherein the one or more documents comprise headers and text sections;

wherein said determining the relevance value for each of the one or more occurrences located in the one or more documents comprises:

determining a header relevance value for an occurrence if the occurrence is in a header; and

determining a text section relevance value for the occurrence if the occurrence is in a text section.

142. (Previously added): The carrier medium of claim 138,

wherein the text section comprises N words;

wherein the occurrence of the term is at an Xth word in the text section, wherein X is from 1 to N, and wherein 1 is a location of a first word in the text section;

wherein said determining the text section relevance value for the occurrence if the occurrence is in the text section comprises:

determining the text section relevance value using N and X, wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section.

143. (Previously added): The carrier medium of claim 138,

wherein the header comprises N words;



wherein the occurrence of the term is at an Xth word in the header, wherein X is from 1 to N, and wherein 1 is a location of a first word in the header;  
wherein the term comprises T words, wherein T is from 1 to N;  
wherein said determining the header relevance value for the occurrence if the occurrence is in a header comprises:  
determining a positional relevance value using N and X, wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;  
determining a percentage relevance value using T and N, wherein the percentage relevance value is the percentage of the header occupied by the term; and  
combining the positional relevance value and the percentage relevance value to produce the header relevance value.

144. (Previously added): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

A4  
determining a location of one or more occurrences of one or more terms used in a header of one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more headers;  
determining a positional relevance value using N and X, wherein the header comprises N words, wherein the occurrence of the term is at an Xth word in the header, and wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;  
determining a percentage relevance value using T and N, wherein the term comprises T words, wherein the percentage relevance value is the percentage of the header occupied by the term; and  
combining the positional relevance value and the percentage relevance value to produce the header relevance value.

145. (Previously added): The carrier medium of claim 144,

wherein, combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, comprises:  
multiplying the positional relevance value by a first scaling factor to produce a scaled positional relevance value;  
multiplying the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and  
adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;  
wherein the first scaling factor is substantially equal to (1 - the second scaling factor).

146. (Previously added): The carrier medium of claim 144, wherein the program instructions are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

147. (Previously added): The carrier medium of claim 144, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

148. (Previously added): The carrier medium of claim 144,  
wherein the portion of the document is a text section.

149. (Previously added): The carrier medium of claim 144,  
wherein the portion of the document is a header.

150. (Previously added): The carrier medium of claim 144,  
wherein, in said combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further computer-executable to implement:

multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;

wherein the third scaling factor is substantially equal to  $(1 - \text{the fourth scaling factor})$ .

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